

Owner Registration



PLEASE COMPLETE YOUR OWNER REGISTRATION NOW AND MAIL TO PLANTRONICS. *This is not a condition for warranty service, but will assist us in providing warranty service and technical support for the product.*

Mr. ☐ Ms. ☐ Mrs. ☐ Miss ☐ First Name

Last Name

Company (if applicable)

Address

City State Zip

Phone (Day) - Ext.

Phone (Night) - Date of Purchase month day - year

email address

Place of purchase/store name:

T10

Fold Here

1) Product acquired for use in: (Check one)

5) Please indicate the age and gender of the

Fold Here

Fold Here

Fold Here

Fold Here

1) Product acquired for use in: (Check one)

- ☐ Home/home office
☐ A call center
☐ An office outside the home
☐ Other _____

2) How many people are employed at the primary work location/business address of the user?

- ☐ 1-19 ☐ 100-249 ☐ 500-999
☐ 20-99 ☐ 250-499 ☐ 1,000+

3) Approximately how many hours per day does the user spend on the telephone for:

Work:

- ☐ 0-1 hr ☐ 4-5 hrs ☐ 8+ hrs
☐ 2-3 hrs ☐ 6-7 hrs

Personal:

- ☐ 0-1 hr ☐ 4-5 hrs ☐ 8+ hrs
☐ 2-3 hrs ☐ 6-7 hrs

4) Will this product be used primarily for: (Check one)

- ☐ Business use ☐ or both
☐ Personal use

5) Please indicate the age and gender of the primary user (for classification purposes only):

Age:

- ☐ Under 18 ☐ 40-49
☐ 18-39 ☐ 50 & over

Gender:

- ☐ Male ☐ Female

6) Are you the primary user of this product?

- ☐ Yes ☐ No

7) Plantronics or our affiliates may choose to contact you to request feedback or offer you product information on products or services we think may be of interest to you. Please specify if you prefer **not** to be contacted (check all that apply).

- ☐ By email ☐ By mail ☐ By telephone
☐ Do not contact me
☐ Do not allow your affiliates to contact me

*Thank you for filling out your owner registration. Please tear off at perforation below.
Fold to show Plantronics' address. Remove strip or moisten glue, seal and mail.*



345 Encinal Street
Santa Cruz, California 95060
800.544.4660

www.plantronics.com

PLANTRONICS
World Leader in Communications Headsets

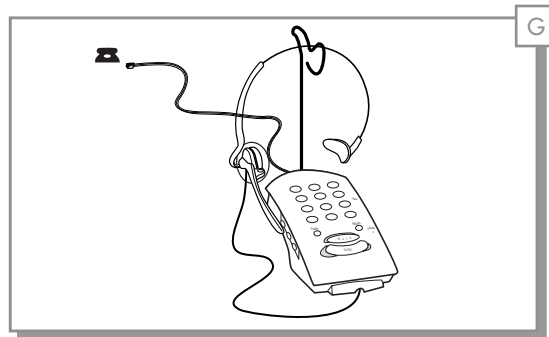
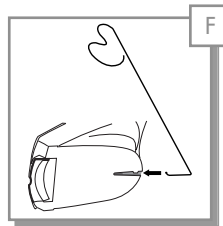
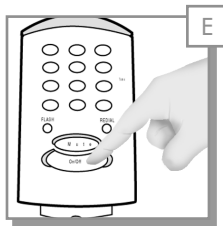
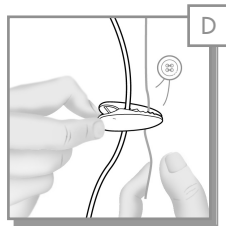
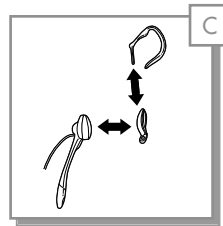
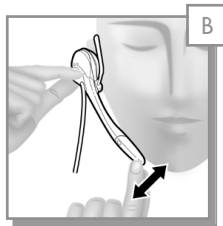
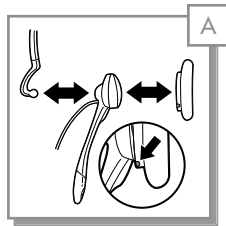
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Headset Telephone Single Line

Model T10

User Guide





DIAGRAM

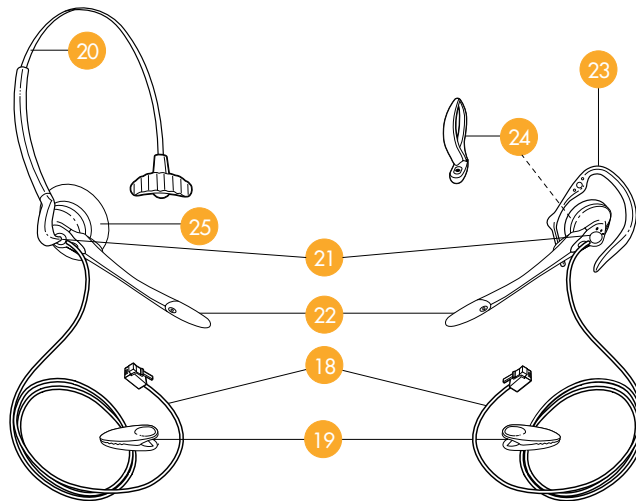
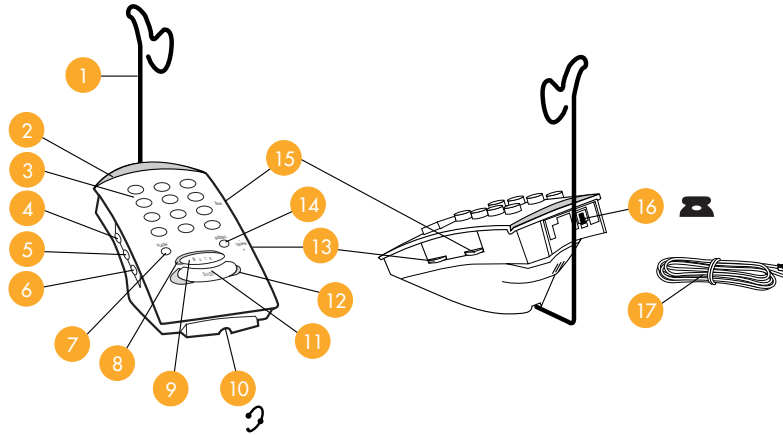


DIAGRAM KEY

Base Front

- 1 Headset Holder
(P/N 46356-01)
- 2 On Line Indicator Light
- 3 Twelve Button Dial Pad
- 4 Flash Timing Switch
- 5 Tone/Pulse Switch
- 6 Ringer Volume Control
- 7 Flash Button
- 8 Mute Indicator Light
- 9 Mute Button
- 10 Headset Jack
- 11 On/Off Button
- 12 In-Use Indicator Light
- 13 Listen Volume Control
- 14 Redial Button
- 15 Tone Control

Base Rear

- 16 Telephone Line Jack
- 17 Line Cord

Headset

(Both Configurations Shown)

- 18 Cord
- 19 Clothing Clip
(P/N 43220-01)
- 20 Adjustable Headband
(P/N 43298-01)
- 21 Headset Assembly
(P/N 45647-04)
- 22 Voice Boom
- 23 Ear Hooks (3 sizes)
(P/N 43297-01)
- 24 Pivot Ball Ring
(P/N 45650-01)
- 25 Ear Cushion Assembly
(P/N 43299-01)

WARRANTY AND SERVICE

How to Obtain Warranty Repairs

To obtain in or out of warranty service, please prepay shipment and return the unit to the appropriate facility listed below:

IN THE UNITED STATES

Plantronics Service Center
345 Encinal Street
Santa Cruz, CA 95060

Tel. (800) 544-4660

Fax (800) 279-0162

IN CANADA

Plantronics Service Center
1455 Pitfield Boulevard
Saint-Laurent, Quebec H4S 1G3

Tel. (800) 540-8363

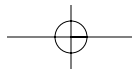
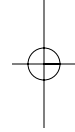
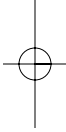
(514) 956-8363

Fax (514) 956-1825

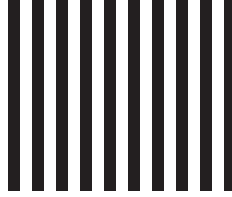
Please use the original container, or pack the unit(s) in a sturdy carton with sufficient packing material to prevent damage. Include the following information:

1. A proof-of-purchase indicating model number and date of purchase.
2. Bill-to address
3. Ship-to address
4. Number and description of units shipped
5. Name and telephone number of person to call, should contact be necessary
6. Reason for return and description of the problem

Damage occurring during shipment is deemed the responsibility of the carrier, and claims should be made directly with the carrier.



NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES



BUSINESS REPLY MAIL

FIRST-CLASS MAIL PERMIT NO. 51 BREA CA

POSTAGE WILL BE PAID BY ADDRESSEE

PLANTRONICS
PO BOX 9367
BREA CA 92822-8881




WELCOME

Thank you for selecting the T10 Headset Telephone from Plantronics. This User Guide will help you install your T10 Headset Telephone and learn its basic operation.

IMPORTANT SAFETY INSTRUCTIONS

When using your telephone equipment, basic safety precautions should always be followed to reduce the risk of fire, electric shock, and injury to persons, including the following:

1. **Read and understand all instructions.**
2. **Follow all warnings and instructions marked on the product.**
The symbol  identifies and alerts the user to the presence of important operating and service instructions.
3. **Unplug this product from the wall outlet before cleaning.**
Do not use liquid cleaners or aerosol cleaners. Use a damp cloth for cleaning.
4. **Do not locate base unit near water**, for example, near a bathtub, wash bowl, kitchen sink, or laundry tub, in a wet basement or near a swimming pool.
5. **Do not place this product on an unstable cart, stand or table.** The product may fall, causing serious damage to the product.
6. **Slots and openings in the base unit and the bottom or back are provided for ventilation**, to protect it from overheating; these openings must not be blocked or covered. The openings should never be blocked by placing the product in the bed, sofa, rug or other similar surface. This product should never be placed near or over a radiator or heat register. This product should not be placed in a built-in installation unless proper ventilation is provided.

7. **This product should be operated only from the low voltage power provided in your telephone line.** No separate power supply is required.
8. **Do not allow anything to rest on the telephone connection cord.** Do not locate this product where the cord will be abused by persons walking on it.
9. **Do not overload outlets and extension cords as this can result in the risk of fire or electric shock.**
10. **Never push objects of any kind into this product through base unit slots** as they may touch dangerous voltage points or short out parts that could result in a risk of fire or electric shock. Never spill liquid of any kind on the product.
11. **To reduce the risk of electric shock, do not disassemble this product**, but take it to qualified service personnel when service or repair work is required. Opening or removing covers may expose you to dangerous voltages or other risks. Incorrect reassembly can cause electric shock when the product is subsequently used.
12. **Avoid using telephone equipment during an electrical storm.** There may be a remote risk of electric shock from lightning.
13. **Do not use the telephone equipment to report a gas leak in the vicinity of the leak.**

IMPORTANT SAFETY INSTRUCTIONS

STEP 1

14. Unplug this product from the wall outlet and refer servicing to qualified service personnel under the following conditions:

- a) When the power supply cord or plug is damaged or frayed.
- b) If liquid has been spilled into the product.
- c) If the product has been exposed to rain or water.
- d) If the product does not operate normally by following the operating instructions. Adjust only those controls that are covered by the operating instructions because improper adjustments of other controls may result in damage and will often require extensive work by a qualified technician to restore the product to normal operation.
- e) If the product has been dropped or the base unit has been damaged.
- f) If the product exhibits a distinct change in performance.

15. Never install telephone wiring during a lightning storm.

16. Never install telephone jacks in wet locations unless the jack is specifically designed for wet locations.

17. Never touch uninsulated telephone wires or terminals unless the telephone line has been disconnected at the network interface.

⚠ 18. Use caution when installing or modifying telephone lines.

19. Keep all product cords and cables away from operating machinery.

SETUP

Connect the Telephone Line Jack **16** to the telephone wall outlet using the Line Cord. **17** **Allow the unit to initialize for 45 seconds before use.**

G

Turn the T10 base over and insert the Headset Holder. **1**

Set the Tone/Pulse Switch **5** to match your phone service (usually tone). If you are not sure, call your local telephone provider.

Set the Ringer Volume Control **6** for incoming calls to your preferred level.

Plug the Headset Cord **18** into the Headset Jack. **10**

For most U.S. users, the Flash Timing Switch **4** should be set to "3", however, trying other settings will not harm the T10 or your phone line.

SAVE THESE INSTRUCTIONS

STEP 2

USING THE HEADSET

The Headset included with the T10 Headset Telephone can be used with the Adjustable Headband or with one of the Ear Hooks.

HEADBAND USE

Snap the Adjustable Headband²⁰ into the back of the Headset Assembly²¹. Press the Ear Cushion Assembly²⁵ onto the Headset Assembly²¹, aligning the notch in the ring with the Voice Boom.²²

Place the Headset on either ear and adjust the Headset to a comfortable position by moving the Adjustable Headband.²⁰

Position the Voice Boom²² near the corner of your mouth.

EAR HOOK USE

Press the Pivot Ball Ring²⁴ onto the Headset Assembly.²¹

Insert one of the Ear Hooks²³ into the Pivot Ball. You may need to try each size to find the most comfortable fit. Slip the hook over your ear and position the Voice Boom near the corner of your mouth.

CLOTHING CLIP

The Clothing Clip¹⁹ keeps the Headset free from the weight of the cord. Attach the clip to your clothing at about chest level. Allow enough slack in the cord (approximately 6 inches) to permit your head to move without pulling on the Headset or the Clothing Clip.

You are now ready to make or receive calls.

STEP 3

PLACING A CALL

With the Headset in position, place a call by pressing the On/Off Button¹ (In-use Indicator¹² and On Line Indicator Lights² are on). Listen for dial tone.

Dial the desired number using the Twelve Button Dial Pad.³

When your party answers, speak normally. If your party cannot hear you, see **Troubleshooting** (page 12).

Adjust the Listen Volume Control¹⁵ as needed to hear the other party.

RECEIVING A CALL

With the Headset in position, when the ringer notifies you of an incoming call, press the On/Off Button¹ to answer the call (In-use Indicator¹² and On Line Indicator Lights² are on).

CONVENIENCE FEATURES

REDIAL FEATURE

The base unit will store the last number dialed. The last number can be automatically redialed by pressing the Redial Button. **14**

FLASH FEATURE

If your telephone service includes call waiting, the Flash Button **7** allows you to toggle between two calls. When your phone alerts you to a second call, press the Flash Button **7** to place the current call on hold and to immediately connect you to the second call. Press the Flash Button again to return to the first caller.

This feature can also be used with most office telephone systems to transfer a call to another extension. Press Flash to hear a dial tone, enter the extension number, after the extension rings, press Flash again or hang up to transfer the call.

MUTE FEATURE

When you activate the Mute Button **9**, the calling party cannot hear your voice but you will be able to hear the calling party.

tone Feature

The treble and bass quality of the incoming call can be adjusted by moving the Tone Control. **15**

TROUBLESHOOTING

I CANNOT HEAR A DIAL TONE

Make sure all connections are correct and firmly in place.

Make sure you have pressed the On/Off Button **11** and the In-Use Indicator **12** and On Line Indicator Lights **2** are on.

Adjust Listen Volume Control. **13**

Ensure that Headset is centered on your ear.

Ensure that you have allowed 45 seconds for initialization following first installation.

I CANNOT DIAL A NUMBER

Make sure Tone/Pulse Switch Setting is correct. **5**

CALLER CANNOT HEAR MY VOICE

Make sure the Mute Button **9** is turned off with the Mute Indicator Light **8** off.

Adjust Headset so the microphone is closer to your mouth.

PLANTRONICS HELP DESK

The Plantronics Help Desk is ready to assist you!

Dial 1-800-544-4660 Monday through Friday 8:00 a.m. to 5:00 p.m. Pacific Standard Time or visit our website at www.plantronics.com.

SUPPLIES AND ACCESSORIES

For information on supplies and accessories all Plantronics at 1-800-544-4660 or visit our web site at www.plantronics.com.

See also Diagram Key for additional part numbers.

FCC REGISTRATION INFORMATION

FCC REQUIREMENTS—PART 68

1. The Federal Communications Commission (FCC) has established rules which permit this device to be directly connected to the telephone network. Standardized jacks are used for these connections. This equipment should not be used on party lines or coin phones.
2. If this device is malfunctioning, it may also be causing harm to the telephone network; this device should be disconnected until the source of the problem can be determined and until repair has been made. If this is not done, the telephone company may temporarily disconnect service.
3. The telephone company may make changes in its technical operations and procedures; if such changes affect the compatibility or use of this device, the telephone company is required to give adequate notice of the changes. You will be advised of your right to file a complaint with the FCC.
4. If the telephone company requests information on what equipment is connected to their lines, inform them of:
 - a. The telephone number to which this unit is connected.
 - b. The ringer equivalence number.
 - c. The USOC jack required (RJ-11C).
 - d. The FCC Registration Number.

Items (b) and (d) are indicated on the label. The Ringer Equivalence Number (REN) is used to determine how many devices can be connected to your telephone line. In most areas, the sum of the RENs of all devices on any one line should not exceed five (5.0). If too many devices are attached, they may not ring properly.

WARRANTY AND SERVICE

The following warranty and service information applies only to the U.S. and Canada. For information in other countries, please contact your local distributor.

Limited Warranty

Plantronics, Inc. ("Plantronics") warrants to the original consumer purchaser that, except for limitations and exclusions set forth below, this product shall be free from defects in materials and workmanship for a period of one (1) year from the date of original retail purchase ("Warranty Period"). The obligation of Plantronics under this warranty shall be limited to repair or replacement, at Plantronics' option, without charge, of any part or unit that proves to be defective in material or workmanship during the Warranty Period.

Exclusions From Warranty

This Warranty applies only to defects in factory materials and factory workmanship. Any condition caused by accident, abuse, misuse or improper operation, violation of instructions furnished by Plantronics, destruction or alteration, improper electrical voltages or currents, or repair or maintenance attempted by anyone other than Plantronics or an authorized service center, is not a defect covered by this Warranty. In such cases, Plantronics may charge you for materials and labor, even during the warranty period. Parts subject to wear and tear in normal usage are not covered by the Warranty.

Implied Warranties

Under state law, you may be entitled to the benefit of certain implied warranties. THESE IMPLIED WARRANTIES WILL CONTINUE IN FORCE ONLY DURING THE WARRANTY PERIOD. Some states do allow limitations on how long an implied warranty lasts, so the above limitation may not apply to you.

Incidental or Consequential Damages

NEITHER PLANTRONICS NOR YOUR RETAIL DEALER OR SELLING DISTRIBUTOR HAS ANY RESPONSIBILITY FOR ANY INCIDENTAL OR CONSEQUENTIAL DAMAGES INCLUDING WITHOUT LIMITATION, COMMERCIAL LOSS OR PROFIT, OR FOR ANY INCIDENTAL EXPENSES, EXPENSES, LOSS OF TIME, OR INCONVENIENCE. Some states do not allow exclusion or limitation of incidental or consequential damage, so the above limitation or exclusion may not apply to you.

Other Legal Rights

This Warranty gives you specific legal rights and you may also have other rights which vary from state to state.